

3.18 INTERVIEWING SKILLS

A course specifically designed and developed on how to gather information by asking the correct questions and giving the correct answers. Both the interviewer and interviewee will learn and benefit from this programme.

- Intrapersonal and interpersonal skills
- Listening skills ('Ross Listening Model')
- Questioning
- Reading your client
- Understanding the verbal and non-verbal answer
- Detect lies, distortion of messages and strategies
- Detect stress, anxiety and manipulation
- Giving the correct answers
- Portraying the correct profile
- Practicals